

Furnishings Overview

Eligibility

1. Families:
 - a. In USAREUR, the following personnel are eligible for Army Family Housing (AFH) furniture and household equipment support:
 1. Soldiers with command-sponsored family members.
 2. DOD civilian personnel, if local stock permits and if one of the following applies:
 - a. Hired in the continental United States (CONUS).
 - b. Hired in USAREUR, receiving Living Quarters Allowance (LQA) and full logistic support.
 - b. Soldiers and civilian personnel, authorized to ship their full Joint Federal Travel Regulations (JFTR) weight allowance, may be provided temporary furniture (loaner sets) while household goods (HHG) are in- or outbound.
2. Unaccompanied Personal:
 - . Unaccompanied personnel who are authorized to reside in Unaccompanied Personnel Housing (UPH) i.e.: OQs, SEQs
 - a. Unaccompanied personnel who are authorized to reside in private rental housing may receive Government furnishings if they are one of the following:
 1. Sergeants first class or above, and choose to live in private rental housing.
 2. Staff sergeants or below, who are in the possession of a Statement of Non-Availability of Government quarters (SNA).

Required Documents

Customers (AFH and UPH), living in Private Rental (PR) Housing on the economy, must provide the following documents:

1. Landlord agreement for issuing furniture and for the installation of appliances in the apartment.
2. Complete set of orders.
3. Request for Housing Furniture Support signed by CHRRS.

Government Furniture Entitlements

Until your own furniture arrives, for a maximum period of 90 days, you are entitled to a loaner set, consisting of:

Double bed
Single beds
Table dining
Chair dining
Davenport
Easy chairs
Table end
Chest of drawers or Dresser
Table coffee
Wardrobes (if not build in)
Additional furniture will be provided as available.

Upon departure, loaner set items can be obtained for a maximum period of 60 days.

You are required to return the furniture clean and in good condition after your household goods have arrived.

Government Appliances

Government quarters and Government leased quarters are equipped with the following appliances:

Dishwasher
Range
Refrigerator
Washer
Dryer

Many facilities have washers and dryers in common laundry areas; others have them in the quarters.

Occupants living in private rental housing can choose between US and European appliances.

Appliances Repair

- **Wuerzburg/Giebelstadt**
Commercial: (0931) 889-5000
DSN: 351-5000
- **Kitzingen**
Commercial: (09321) 305-5000
DSN: 355-5000

(after duty hours and on American and German holidays your calls will automatically be transferred to an emergency number). The emergency team will provide you with a refrigerator and/or a hot plate if necessary.

Frequently Asked Questions for Appliances Repair

- **What is the USAREUR Appliance Repair Contract?**

USAREUR has a contract with a European appliance-repair company that guarantees your appliances will be quickly repaired or replaced if they break down. This contract covers Government-owned appliances for:

- o Family Housing
- o Bachelor Housing
- o Soldier Quarters

- **What do I do if one of my Government-owned appliances breaks down?**

Before you report a broken appliance, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker.

If the appliance is a washing machine, make sure the water is turned on and the drain is not clogged. If the power is on and the appliance still does not run or runs poorly, call Appliance Repair.

Calls for repair service on washers or dryers in common laundry rooms of Government quarters and Government leased quarters must be placed by the designated building coordinator. This is to avoid multiple calls for the same appliance.

- **What should I tell Appliance Repair when I call to report a broken appliance?**

If you call in repair, please give the following information:

- o Your name
- o Your street address, including your apartment number. If you live in the barracks, give the building number and the location of the appliance in the building. You or the first sergeant should make arrangements to meet the contractor and ensure the appliance is accessible.
- o The telephone number where you can be contacted.
- o The type of appliance, including the make, model, and (if possible) the inventory number. This information will be on a red label attached to the side or rear of the appliance.
- o A complete description of the problem. (For example: "My refrigerator makes loud rattling noises and does not get cold", or "When I press the run switch on my dryer, the switch clicks and nothing happens," or "The broiler in my oven does not work," or "The water does not drain from my washer.")

The more information you can give about the type of appliance and the nature of the problem, the better the chance that the contractor can bring the correct repair parts and fix your appliance on the first visit.

- **How does Appliance repair respond?**

The Appliance Repair clerk will schedule an appointment with you. If you cannot be home all day, the Appliance Repair clerk can schedule a morning or afternoon appointment.

Because Appliance Repair cannot know how long repairs will take, the time of your repair call cannot be scheduled precisely. For morning appointments you must be home from 0730 to 1300 hours. For afternoon appointments you must be home from 1200 to 1800 hours.

If you cannot be home for your appointment, reschedule the service call or give Appliance Repair the name of a neighbor you trust with the door key. Remember it is your responsibility to be home when you have made an appointment. You are wasting Government money when you schedule an appointment and are not home when the repair worker arrives.

- **Will repair workers speak English?**

Most repair workers speak and understand enough English to do their job. If you have given a good description of your appliance and the problem to the Appliance Repair clerk, the worker should not need to ask many technical questions.

If you have a problem communicating, call Appliance Repair where you first reported the broken appliance. Someone there will help translate.

- **How quickly will my appliance be repaired?**

The contractor will try to repair all appliances within 24 hours. This time limit starts from the time Appliance Repair informs the contractor that the appliance is broken.

Time Limits for Repair:

- o Ranges - 24 hours
- o Refrigerator - 24 hours
- o Dishwasher - 72 hours
- o Dryer - 72 hours
- o Washer - 72 hours

- **Do I ever have to pay for appliance repairs?**

If you damage your appliance, you will have to pay for the repair or replacement of the item (for example, if you puncture the cooling tubes in your refrigerator while trying to chip ice off the wall with a knife, or your children sit or stand on the oven door and break it).

- **What if the repair workers damage my home when they repair the appliance?**

Call the Appliance Repair immediately. The contractor must pay for any damage that repair workers cause when repairing or replacing appliances.

- **What if my appliance is not repairable?**

If you live in family housing, private rental housing, bachelor housing, or soldier quarters, your old appliance will be taken away and a serviceable one will be brought and installed. Appliance Repair or the repair worker will schedule when the appliance will be replaced.

Delivery personnel do not repair appliances. The contractor generally replaces appliances within the following times:

- o Within 48 hours: Refrigerators, Freezers and Ranges
- o Within 72 hours: Dishwashers, Washers and Dryers

- **May I turn in my appliance without cleaning it?**

No. If your appliance is going to be taken away, you must clean it first. The contractor is not responsible for cleaning. Your appliance should be clean enough that you would not mind having it returned to you.

- **If I am living in bachelor housing or soldier quarters, is the procedure for repairing or replacing an appliance different?**

The procedure is the same for personnel in bachelor housing and soldier quarters as it is for family housing.

Responsibilities

- a.
- b.
- c.
- d.
- e.
- f.
- g.

Furnishings Management Office (FMO).

The FMO is responsible for providing furnishings support to all AFH and UPH customers in accordance with AR 210-6, and CTA 50-909.

Hand Receipt Holders.

Hand receipt holders supported by the FMO, USAG Franconia, are responsible for providing proper documentation when requiring support, and to conserve, maintain, safeguard, and account for all furnishings and equipment in their possession.

Improper Movement of Furnishings.

Movement of government furnishings between off post and on post quarters, or exchange of furnishings between occupants, is not authorized. Shortage occurring upon check out will be charged to the individual signed for the property.

Delivery/Pick up.

Customers are required to meet delivery/pick up appointments provided. Missing appointments will result in placement to the bottom of the schedule. If appointment cannot be met, immediate notification of the supporting Furnishings Office is required to eliminate unnecessary waste of manpower, transportation and limited funds.

- 1 Storage of Government Furniture in basement and/or storage room is not authorized.
- 2 Furnishings will not be moved from one apartment to another unless approved by Furnishings Management Officer.

3. Emergency issues, i.e. beds and dining sets, will be delivered within 48 hours. Direct Exchange Procedure.

If furnishings require exchange due to damage, unserviceability etc., customers must make appointments through their local Housing Office for inspection of items in question. Items will not be exchanged unless furnishings inspector verifies the necessity. Furniture shall not be exchanged for minor deficiencies, i.e., small scratches, missing knobs, missing screws, etc. To avoid unnecessary movement of furnishings, customers may obtain small repair parts from quarters inspectors upon check-in/check-out of quarters, or when furniture is inspected. Furnishings will not be exchanged for style or color. Furnishings will also not be turned in, exchanged, or cleaned if occupant's departure is scheduled within 30 days of request, unless the items may cause physical harm or are in unsanitary condition.

Transportation.

Transportation of furnishings to and from quarters will be accomplished by a local drayage contractor. The use of private transportation is authorized, if customer is providing covered vehicle and material to protect furnishings, however; reimbursement for this transportation cannot be claimed against the government. It is not allowed to move appliances!

Relief of Responsibility.

Customers (individual hand receipt holders) held liable for loss, damage or destruction of property can only obtain relief of responsibility by one of the following methods:

- 1 Submission of DD Form 139 (Pay Adjustment Authorization).
- 2 Submission of DD Form 1131 (Cash Collection Voucher).
- 3 Submission of DD Form 4697 (Report of Survey).

Customers must clear the supporting furnishings office prior to PCS.

h. References.

- o AR 210-50 Housing Management 03 October 2005.
- o UR 210-6 Furniture and Household Equipment support for Army Family and Unaccompanied Personnel Housing 4 October 2001.
- o CTA 50-909 Common Table of Allowance, 1 August 1993.
- o UR 600-700 Identification cards and individual logistic support 08 February 2006.